# How to check the Helpdesk Voice mail Box

To do this there are 2 methods. Follow the instruction below:

## Method #1

### **Retrieving Messages from the Voice Mailbox:**

- From Outside, Off Campus:
- Call the CX-E Phone Number (718) 997-4545
- Indicate you are a Subscriber by pressing the Pound Key #
- Enter your Mailbox Number 7XXXX
- Enter your password. XXXX
- Follow Prompts.

## Method #2

### Retrieving Messages via a web browser

- Go to <u>http://qcvoicemail.qc.cuny.edu</u> you will see the login screen below.
- Enter the Mailbox # 7XXXX and
- the Password XXXX
- click login ignore the "this connection is not secure" pop up



- After you login successfully the screen below will show the list of all the QC voicemails left.
- Click on the play button to start listening to the message.
- After you have replied make sure you save the message by clicking on "Save" below the message.
- Also notice the caller phone number will show on the left, unless it is blocked.
- Use Firefox preferably.

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User Resources		QC Voicemail (00000) 3479925608	Voice Message from QC Voicemail Tel: 3479925608			Frid	lay - 6:1	9 PM	
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